

Gregor Anton

Ivanti Professional Services Best Practices Systems

Ivanti ITSM/ITAM Consultant
Ivanti Service Manager
Ivanti Asset Manager
HEAT IT Service Management
Canadian and Austrian (EU) Dual Citizenship



Gregor Anton

"Give me just 19 minutes of your time and
I GUARANTEE to improve your
Ivanti Service Manager Implementation"

EXECUTIVE SUMMARY

Providing **HEAT Best Practices** and now **Ivanti Best Practices**, for Ivanti Service Manager, and Ivanti Asset Manager, since 1996, with tried, tested and true implementations and upgrades.

Developing, streamlining workflows & business processes for fortune 500 companies and **Frontrange Business Partners** (Change Control, Avante Solutions, Kifinti Solutions) and **Ivanti Business Partners** (Kifinti Solutions, DDS IT), worldwide.

Best Practices Internationally in North America, Europe, Asia, New Zealand, and Australia for a **multitude of sectors**, such as Software, Government, Financial, Healthcare, Pharmaceutical, Military, Transportation, Events Management, Travel & Entertainment, Mining, Telecom, Education, Utility, Insurance, Legal, Retail, Manufacturing, Engineering, and Oil & Gas.

About Gregor Anton

- IT Industry since 1993
- Ivanti (formerly HEAT) ITSM Developer since 1996
 - Internationally in North America, Europe, Asia, New Zealand, and Australia
 - Fortune 500 clients
 - Ivanti Business Partners (Kifinti Solutions, Avante Solutions, Change Control)
 - multitude of sectors, such as Software, Government, Financial, Healthcare, Pharmaceutical, Military, Transportation, Events Management, Travel & Entertainment, Mining, Telecom, Education, Utility, Insurance, Legal, Retail, Manufacturing, and Oil & Gas
- Other Roles:
 - Knowledge Base Administrator for Leading Canadian Software Company
 - Systems Integrator for Leading Canadian Bank for ERP and CRM Systems with Fortune 200 Corporations
 - CRM Consultant for Private Swiss Banks, Multinational and Fortune 200 Corporations
 - Change Manager for Oil & Gas Services Company
 - CRM Sales & Marketing Business Coach
 - Business Analyst for Oil & Gas Companies

Testimonials

ISM to The Next Level

"**EXP** had completed an Implementation of the **Ivanti Service Manager and Asset Manager** toolset. The implementation team from Kifinti Solutions were helpful in getting it up and running, but we needed someone that could take **EXP to the next level** and configure the tool so we could utilize all of its potential, with the latest solutions and **Ivanti Best Practices**. As **EXP** was also in a transition period where our processes and workflows were being redefined, **Gregor** and **a19 Consulting** were able to work with us to align our working processes with the workflows within the Ivanti Service Manager tool."

Steven Morin | EXP | Helpdesk Manager

Unique and Distinctive ITSM Authority

"I worked with **Gregor** at DDS IT, an **Ivanti Business Partner** that engaged **a19 Consulting** to provide **Ivanti Professional Services** to our clients and in-house staff in New Zealand and Australia, with **Ivanti Service Manager** (formerly HEAT IT Service Management by Frontrange).

Gregor, is **without doubt a unique and distinctive authority** in the Ivanti ITSM space with his consulting and development experience and extensive insight to **best practices** going back over 24 years with the HEAT and now Ivanti ISM/IAM products."

Neill Evans | Solutions Architect | DDS IT | Ivanti Business Partner

Customer Focused Best Practices

"**Gregor** has a knack for CRM Software Implementations, upgrades, and best practices, with a **consultative, customer-focused, holistic approach** and possesses an uncanny ability to problem solve, marrying the business need, with effective technical solutions.

Madan Murthy | Replicon| Director of Sales

A True HEAT MacGyver

"I worked with **Gregor** at Lehigh Cement, implementing the **HEAT IT Service Management System**. **Gregor** had developed a **Best Practice system** for the Frontrange business partner, Avante Solutions, and his **experience** with **HEAT** (now Ivanti Service Manager) was next level. Highly technical and business process focused at the same time, holistic approach, offering the latest solutions, best practice advice, and unique, simple, yet effective solutions to the most complex challenges. A true HEAT MacGyver!"

Jason McGuire | Lehigh Cement| Project Manager

PROFESSIONAL EXPERIENCE

a19 Consulting, location independent, remote work
ITSM Consultancy – Ivanti Professional Services,
November 2016 to present

- **Ivanti Best Practice Systems** Founder for Ivanti Service Manager and Ivanti Asset Manager. Modules for UAT Test Scripts, ISM Projects, Service Level Agreement (SLA) Optimization, Knowledge Management, Email Notifications, Dashboards & Reports, On-Boarding, Off-Boarding, Alert & Events Management, and Self-Service Optimization.
- **Consultant and mentor**, for implementation, integration, and **Ivanti Professional Services** for **Ivanti Service Manager and Asset Manager** On-Premise and Cloud Solutions for Canadian, US, and New Zealand Ivanti Business Partners (Kifinti Solutions, DDS IT, and others)
- **Focus on Best Practices** (ITxM, ITSM, ITAM, ESM), Asset Management, Purchase Orders, Invoices, Asset Scanning, Procurement Workflows, CMDB, Incident & Problem Management, Change Management, Self Service, Service Requests, Knowledge Centered Services, Booking & Reservation Systems, Integrations, REST API, Web Services, Migrations, to name just a few.



Anton Solutions Inc., Vancouver, BC, Canada
Business Systems Consultancy,
March 2005 to October 2016

- **Senior Consultant** with a focus on **Ivanti Service Manager**, ITSM / CRM Systems Implementations, Systems Integrations, Data Migrations, Enhancements, Streamlining, Business Process Improvement, Business Intelligence, and Dashboard Reporting
- **Clientele** included but not limited to: Bank of Morgan Stanley, National Energy Board, Bank of Montreal, Tosoh Bioscience, Genzyme Pharmaceutical, Husky Energy, Encana, Shell, ABN Amro, Ambit Software, Credit Suisse, Kifinti Solutions
 - **Business Analysis** through gap analysis, root cause analysis, facilitation of business process reviews & documentation, requirements elicitation, allowing the project team to gain a comprehensive understanding of the client's needs in order to overcome barriers and achieve the organizational goals of the client
 - **Project planning** and project scope sessions to ensure compliance with the project charter, implementation plan, client agreements, and to pro-actively manage potential scope creep
 - **Business Development** by identifying new opportunities and streamlining existing processes through leveraging existing and introducing new products & services that fit clients' needs and build clients' abilities to achieve success beyond their expectations
 - **Best Practice Systems** Development, Design, Implementation, Training, Optimization, Testing for ITSM, CRM, Financial, In-House, Legacy, and Business Intelligence Systems
 - **Management Consulting** for ITSM, change management, service/support incident & problem management, SLA's, ITIL compliance, response handling, asset management, configuration management, and service discovery
 - **CRM Development** of Marketing campaign tracking, sales & marketing follow-up, automated lead management, opportunity management, sales pipeline, service & support incident management, and enterprise reporting
 - **Mentoring and Consulting** for ITSM and CRM Business Partners in Holland, Belgium, and Switzerland for multi-national companies in the medical industry, for pharmaceutical companies, and **private Swiss banks in Zurich**, completing projects on-time, and on budget
 - **Liaison** between Steering Committees, Stake-holders, Project Managers, and Project Teams

Avante Solutions, Calgary, Alberta, Canada
HEAT (now Ivanti Service Manager) and SalesLogix Business Partner,
February 2001 to March 2005

- **Senior Consultant** responsible for consultant mentoring, business analysis, customization, implementation, integration, training, and optimization of ITSM and CRM business systems
 - Focus on Change Management, Incident & Problem Management, Asset Management & Discovery, Business Analysis, Data Analysis, Business Intelligence, SLA's, ITIL compliance, Automation, and Systems Integrations
 - In-house **Business Analysis** and development of **Best Practice Systems** with SalesLogix CRM, Sage CRM, Frontrange HEAT, Crystal Reports, SQL, and custom made tools
 - **Fortune 500 Clientele** included but not limited to: Bank of America, Citibank, Wells Fargo, Intrawest, Ritchie Brothers, City of Seattle, Replicon, Lehigh Cement, Del Monte, City of Edmonton, Government of Alberta, Riverview Hospital, Royal Roads University, Banff Centre for Arts and Creativity, ATCO, Enmax, Xerox

Bank of Montreal – Corporate MasterCard, Toronto, Ontario, Canada
Procurement Systems Integrations,
January 1998 to April 2002

- **Systems Integration Consultant** responsible for ITSM, CRM, ERP, and Financial systems integration and enterprise reporting for Fortune 500 corporations with SAP, JDE, Oracle, PWSQL, and AS400 using Access, SQL Server, VBA, Oracle, Sybase, and Crystal Reports

Change Control Ltd, Toronto, Ontario, Canada
HEAT (now Ivanti Service Manager) Business Partner,
January 1996 to December 1997

- **Consultant** responsible for Best Practices, implementation, integration, training, and optimization of ITSM Incident Management and Change Control Systems
 - **Fortune 500 Clientele** included but not limited to: KPMG, Hanjung, CIBC, Bank of Montreal, Royal Bank of Canada, Tip Top Tailors, St. Andrew's Hospital, Zurich Insurance, AIG, Schneider's Foods, Budget Car Rental, Laidlaw, Biway, MAC Cosmetics

EDUCATION and ACHIEVEMENTS

- **Ivanti Global Academy** – Certified Service and Asset Manager Consultant – June 2020
- **ITIL v3 Foundation Certification**
- **Diploma in Computer Information Systems** – Okanagan University College 1993
Focus Systems Analysis & Design, Programming, Quality Assurance

Other Skills

- Fluently bilingual in German/English, some Spanish